



## Lost and Found Property in Paris

The French police in Paris have a "Lost and Found" office, where you may go to verify whether your belongings were returned.

### **Centre des Objets Trouvés de la Préfecture de Police de Paris**

36 rue des Morillons, 75015 Paris

Métro: Convention (line 12)

**Opening hours:** weekdays, Monday through Thursday 8:30 a.m. to 5:00 p.m. and Friday from 8:30 a.m. to 4:30 p.m. for information in English and French (toll call).

**Tel: 0821 002 525**

**What to do first:** If you have lost your passport, your airline tickets, your wallet with ID and cash, your credit/debit cards (in any combination), you should:

- 1) **Take care of the credit cards first.** Experienced thieves can run up huge bills in very little time. Your debit cards are in greater danger than the credit cards, they come with less protection against theft. So call all banks with a debit card, then all credit card companies.
- 2) **Take care of your passport next.** Go onto the U.S. Embassy website and make an appointment for the next available appointment. We accept walk-in applicants for emergency cases (lost/stolen passports belonging to tourists) at 9 a.m. You should arrive at the Embassy at 8:30 to avoid being stuck behind a long line of people with appointments. Don't bring your luggage or electronic equipment with you.
- 3) If necessary, reschedule your airline reservation. You should make the reservation for the day after your passport application since it may take several hours to process your passport.
- 4) Make a police report. You should do this AFTER having taken care of the first three items.

Each of Paris' twenty districts (*arrondissements*) has three or four police stations (*commissariats*); train stations also have one. You should go to the one which has jurisdiction over the area where the theft or loss occurred, unless you were robbed in the subway. In that case, you can go to any police station, including the one located near the

American Embassy, at 31, rue d'Anjou, 75008 Paris. The police will give you a *Récépissé de Déclaration de Perte ou de Vol* (receipt for declaration of loss or theft).

While it is unlikely that the thieves will be arrested as a result, it can be useful to report thefts to the police. The police receipt is helpful and sometimes necessary in applying for the replacement of airline tickets, INTERAIL passes (Europass, Eurail,) passports, travelers checks, etc. It is also useful for supporting insurance claims.

### **Airline tickets**

Report the loss or theft immediately to the Paris or Roissy office of the airline. It is left to the discretion of each airline whether or not to replace a ticket. In any case, replacement tickets are issued only after verification of the initial purchase of the ticket has been obtained by E-mail from the airline's home office. Purchasing **e-tickets** is an advantage since they can be replaced immediately by the airline.

### **Access to Charles de Gaulle airport – Roissy en France.**

- By car from Paris follow highway A1 north, direction Roissy Charles de Gaulle
- Public Transportation: the RER line B direction "Aéroport Charles de Gaulle" for terminals 1 and 2.

#### **Air France**

Terminal 2 at Roissy Charles de Gaulle Airport  
49, Avenue de l'Opéra  
75002 Paris.

Tel: 3654

Tel: 01 41 56 78 00

#### **American Airlines**

Terminal 2A at Roissy Charles de Gaulle Airport

Tel: 08 26 46 09 50

#### **Continental Airlines**

Terminal 2, Roissy Charles de Gaulle Airport

Tel: 01 71 23 03 22 / 35

#### **Delta Airlines** (reservations)

Tel: 08 11 64 00 05

#### **KLM/Air France**

Terminal 2, Roissy Charles de Gaulle Airport

Tel: 08 92 70 26 08

#### **United Airlines**

Terminal 1, Door 16, Roissy Charles de Gaulle Airport

Tel: 08 10 72 72 72

**U.S. Air** Tel: 08 10 63 22 22

**Alitalia**

Roissy Charles de Gaulle Airport Terminal 2F, Gate 2.07  
(switchboard)

Tel: 08 20 31 53 15

Tel: 01 44 94 44 20

**British Airways**

Terminal 1, Roissy Charles de Gaulle Airport

Tel: 08 25 82 54 00

**British Midland Airways**

18 Blvd Malesherbes  
75008 Paris

Tel: 01 41 91 87 04

**El Al**

35 Blvd des Capucines (5th Floor)  
75002 Paris

Tel: 01 40 20 90 90

**Iberia**

Orly Ouest, Hall 1

Tel: 08 25 80 09 65

**Lufthansa**

Terminal 1, door 6  
Roissy Charles de Gaulle Airport

Tel: 08 92 23 16 90

**NorthWest** (in the U.S. only)

Tel: 1 800 225 2525

Tel: 1 800 345 7458

**Swiss International Air Lines**

Terminal 2B, Roissy Charles de Gaulle, open 5:15 a.m. to 8:30 p.m.  
(24 hours a day phone access)

**Tel: 08 20 04 05 06**

***Europass (Eurail):*** If lost or stolen, it CANNOT be replaced. For information, please contact the main switchboard of the French Railway Office (SNCF) Tel: 36 35; open 7 days a week from 7:00 a.m. to 10:00 p.m., or go directly to any of the main French train stations.

When calling 3635, if you need to talk to an English speaker say “Eurostar” when you are prompted to select a voice option. Website: <http://www.eurail.com/eurail-contact>

***Eurolines:*** Gare routiere Internationale de Paris-Gallieni, 28 avenue du General de Gaulle, 93541 Bagnole, Tel: 0892 695 252 Fax: 01 49 72 51 61

**Driver's license:**

The Embassy is not authorized to replace expired, lost or stolen U.S. driver's licenses. Only the issuing office (Department of Motor Vehicles) in the driver's home state can perform that service. If you have had your driver's license stolen in France, you should report it to the French police. They will issue you a receipt of loss or theft which may be used for a few weeks as a substitute for the license while you are in France.

**International Drivers license:**

Applications for replacement of lost, stolen or expired International Driving Permits obtained in the United States must be made to the American Automobile Association, World Wide Travel Department, 1000 AAA Drive Heathrow, FL 32746-5063. Replacements cannot be issued in France. Please check their website: <https://midatlantic.aaa.com/Travel/AAATravelAssistant>.

**Lost and Found Offices at the Parisian airports:**

Charles de Gaulle airport - Roissy en France Terminal 1 - Boutique level	Tel: 01 48 62 13 34
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Orly West	Tel: 01 49 75 42 34
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Orly South	Tel: 01 49 75 34 10
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**Lost and found offices at main train stations in Paris:**

Gare de Lyon	Tel: 01 53 33 67 22
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Gare Montparnasse	Tel: 01 40 48 14 24
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Gare Saint-Lazare	Tel: 01 53 42 05 57
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Gare de l'Est	Tel: 01 40 18 88 73
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Gare d'Austerlitz	Tel: 01 53 60 71 98
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Gare du Nord	Tel: 01 55 31 58 40
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**If you need to obtain money by wire transfer, you may refer to Western Union's website at [www.westernunion.com](http://www.westernunion.com). Their general information telephone line in France is 08 25 82 58 42.**

## Lost and Stolen Credit Cards or Travelers Checks in Paris

	<b>Credit Cards</b>	
<b>AMERICAN EXPRESS</b>	<b>Global Assist toll call numbers:</b> <b>(001) 800 554 2639 or (001) 800 528 4800</b> To report lost or stolen credit cards locally: 01 47 77 72 00 or 01 71 23 08 38 Collect calls may be placed through: (001)(715) 343-7977) business address in Paris: 11 rue Scribe, 75009 Paris (métro Opéra) for general information 01 47 77 70 00	Global assist and collect numbers: 24 hour service 7 days a week
<b>BANKAMERICARD VISA</b>	Tel: <b>0800 902 033</b> (toll-free) Tel: <b>0800 901 179</b> (toll-free)	24 hour service 7 days a week
<b>CITICORP /CITIBANK</b>	Tel: <b>(001) 800 950 5114</b> Corporate accounts: (001) 904 954 7850 (toll calls when dialed from France)	24 hour service 7 days a week
<b>DINERS CLUB</b>	Tel: <b>0820 820 536</b> (toll call)	24 hour service 7 days a week
<b>MASTER CARD</b>	Master Card Global Service: / Tel: <b>0800 901 387</b> Eurocard France, 16 rue Lecourbe, 75015 Paris To notify the bank in the U.S. (toll-free)	24 hour service 7 days a week
<b>VISA, MASTERCARD CIRRUS or PLUS</b>	Tel: <b>0800 902 033</b> or <b>0800 901 179</b> (toll-free) Tel: <b>0892 705 705</b> in French (toll call)	24 hour service 7 days a week
<b>DISCOVER</b>	Tel: <b>(001) 801 902 3100</b> (toll call)	24 hour service 7 days a week
	<b>Travelers Checks</b>	
<b>AMERICAN EXPRESS</b>	Notify <b>AMEXCO</b> , Regional Refund Center, 11 rue Scribe, 75009 métro Opéra, Paris / Tel: <b>0800 908 600</b> , or for general information Tel: 01 47 77 72 00 or 01 71 23 08 38	Office hours: Monday through Friday 9:00 a.m. to 6:30 p.m., and on Saturday 9:00 a.m. to 5:30 p.m.
<b>TRAVEL EX</b>	Notify Travel Ex at Tel: <b>0800 908 330</b> (toll-free) (formerly Thomas Cook)	24 hour service 7 days a week

## **Warning against pickpockets**

(See also [How to avoid becoming a victim: pickpockets in Paris.](#))

Each year some 2,000 Americans report their passports stolen or lost in Paris. Many of them are the victims of pickpockets operating in areas frequented by tourists, particularly museums, crowded subways and train stations. Foreign tourists are easy to spot by their language, clothes, guidebooks and cameras. Pickpockets assume that tourists carry lots of cash and that they are sufficiently preoccupied with their unfamiliar surroundings to be vulnerable.

## **How pickpockets operate**

Professional pickpockets often work in pairs or larger groups. The victim rarely knows what has happened until he discovers his wallet missing, and recalls that earlier in the day he was jostled on the subway. A lady's handbag with a zipper or clasp is no problem for a pickpocket if it is dangling carelessly out of the owner's sight, or lying on the floor in a restaurant or shop; about 70 percent of the victims in Paris are women. Likewise, a man's outside pocket is easy for a pickpocket to access.

In general, all the pickpocket wants is your money. Unfortunately, he/she usually gets other things too, because many tourists carry all their documents in "convenient" travel wallets. The tourist who loses his or her passport, identification, tickets, cash, credit cards and travelers checks at the same time is in real trouble. Although the wallet minus cash is often discarded by the thief and eventually turned to the Paris "Lost and Found" office, the victim's vacation may be ruined, as he will already have spent a lot of time replacing lost credit cards, driver's license, tickets, etc. Please warn your traveling companions, family members, or house guests to be especially careful with their valuable documents and money.

## **The following may help you avoid becoming a victim**

Carry with you only what you need; leave in your hotel safe such valuables as jewelry, Euro passes (Eurail,) airline tickets, travelers' checks, credit cards, extra cash, and your passport.

Once inside France, American tourists are not required to carry their passports at all times; a student card or driver's license is usually sufficient if you are asked by a police officer for identification. Carry your passport separately from your wallet or handbag. This is not always feasible for women, but men can carry their passports in a front pants pocket instead of their inside jacket pocket. **DON'T** have one family or group member carry everyone's passport; never put all of a group's passports in the same bag or briefcase.

Hold your purse or shoulder bag tightly under your arm when in crowds. Keep it on your lap or in full sight in restaurants and public places. On the street, a woman should walk some distance from the curb and carry her handbag under the arm away from the street to prevent motorcycle thieves from grabbing it. Do not stand too close to the curb while waiting to cross a street. Be alert for groups of noisy children who swarm about you with distracting signs or papers begging for money. Despite their youth, they are among the best pickpockets in Paris.

***DON'T*** leave your valuables in a locked car; locks are easily jimmied by experts; the trunk is not safe either.

***DON'T*** resist if you are mugged; you can get badly hurt. If you catch a pickpocket in the act,

***DON'T*** go for him unless a police officer is nearby; some pickpockets carry knives.

***DON'T*** go into shock. We know it hurts to get robbed. If you are robbed, ask immediately for the location of the nearest police station (*commissariat*.) Each of Paris' 20 districts (*arrondissements*) has three or four commissariats; train stations also have one. Report the theft or loss to the police, who will give you a ***Récépissé de Declaration de Perte ou de Vol***; this receipt is useful for insurance purposes as well as temporarily covering the loss of your identification documents. If you lose your passport or need other assistance, report the theft to the American Embassy.

### **Practical advice**

To help you to enjoy your stay in Paris:

#### **Your money**

- ◆ Carry the smallest amount of cash possible;
- ◆ Put your money in several different places on your person (handbags, pockets, etc.);
- ◆ Use bank notes of small or medium denomination.

#### **Credit cards**

- ◆ Keep the PIN numbers secret at all times, do not throw away receipts, note your credit card numbers and keep it separately to inform your bank if the cards are stolen or lost.

#### **Your Passport and Driver's license**

- ◆ Make photocopies of your passport and driver's license (this will be of help if the originals are lost or stolen.);

- ◆ If you are a tourist, write down carefully your temporary address and always keep it with you;
- ◆ Do not write your name and address on your key-ring.

**In public places, particularly in public transport (bus, subway, RER)**

- ◆ NEVER leave your luggage unattended;
- ◆ Be cautious if caught in provoked jostles;
- ◆ Ensure that the opening of your handbag is facing toward you;
- ◆ Do not carry valuables in your side or back pockets.

**Preventing theft from parked vehicles**

- ◆ Leaving displayed property in your vehicle increases the risks of theft. A few simple precautions will help the police better protect you against this type of theft;
- ◆ Parked vehicles: avoid leaving any valuables (cameras, clothes...) inside your vehicle;
- ◆ Keeping your car safe; even while driving, close the windows and lock the doors, including the trunk.

You may refer to the following website for information on prevention in Paris. This information is made available by the [Préfecture de Police in Paris](#) in French.

**For more information please refer to the Country Specific Information Sheet for France and Monaco at [http://travel.state.gov/travel/cis\\_pa\\_tw/cis/cis\\_1116.html](http://travel.state.gov/travel/cis_pa_tw/cis/cis_1116.html) and [How to Have a Safe Trip](#) on the State Department website page.**

**The Embassy Can Help:**

The Consular Section of the Embassy has an information sheet on how to replace certain items (such as credit cards and airline tickets) which have been stolen or lost. If you have lost all of your money, we can give you information on the most rapid means for money transfer, and can assist you in contacting family or friends. If your passport was stolen, we can issue you a replacement.

***United States Embassy***

*American Citizen Services*

*4, avenue Gabriel*

*75382 Paris Cedex 08*

*France*

*Telephone: 01 43 12 22 22*

*From the U.S. 0011 33 1 43 12 22 22*

*Website: <http://france.usembassy.gov>*

*E-mail: [citizeninfo@state.gov](mailto:citizeninfo@state.gov)*

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